



Human Resources

DATE POSTED: September 26, 2005

REQ. # 05-218

**NOTICE OF JOB OPENING
ST. LUCIE COUNTY BOARD OF COUNTY COMMISSIONERS
EQUAL OPPORTUNITY EMPLOYER**

2300 Virginia Avenue Fort Pierce, FL 34982 - 5652

Telephone (772) 462-1546 Jobline (772) 462-1967

<http://co.st-lucie.fl.us>

This position must be posted for at least five (5) working days from **09-26-2005 TO 09-30-2005**, but will remain open until filled.

DEPARTMENT/DIVISION
INFORMATION TECHNOLOGY
POSITION AVAILABLE
NETWORK DESKTOP TECHNICIAN
OF OPENINGS
2
STARTING SALARY
\$39,184.50/ year
COMMENTS
Newly approved position available October 1, 2005.
VETERANS PREFERENCE
It is the policy of St. Lucie County to give preference to eligible veterans and spouses of veterans in appointment and retention in county employment positions in accordance with Chapter 295, Florida Statutes, and Chapter 22VP-1, Florida Administrative Code. Copies of Chapter 295 and Chapter 22VP-1 are available for review in the Human Resources Department.

JOB CODE 546
PAY GRADE 20
SALARY: \$39,184.50 - \$60,822.74
NETWORK DESKTOP TECHNICIAN

MAJOR FUNCTION: Technical work delivering information systems technical support services to our customer.

KNOWLEDGE, ABILITIES AND SKILLS NEEDED TO PERFORM THE ESSENTIAL JOB FUNCTIONS OF THE POSITION:

Knowledge: Information Technology design, techniques, methodology, operating system & Network system software, system administration, analysis and problem determination. Knowledge of desktop, server, communications network hardware, operating characteristics and limitations. Knowledge of current developments in Information systems technology. **Abilities:** Ability to work effectively with customers, internal staff, management, and external contractors or suppliers. Analyze customer's needs and formulate business requirements and summarize the information technology solution in non-technical terms. Able to present oral and written reports clearly and concisely. Ability to install and work with the customers on the implementation and training of applications software. Ability to analyze technical problems and determine the resolution. Logical thinking with strong interpersonal skills and command of the language is essential.

ESSENTIAL JOB FUNCTION: Provide information technology technical support to include personal computer system hardware and software set up, installation, network operations connectivity and administration, application software support & training, maintenance, problem determination and resolution, server & data base support, and primary customer coordination. Provide customer support for information technologies utilized by the County. Resolve reported problems in an orderly and expedient manner. Plan activities to accomplish the work load effectively. Analyze customer needs and formulate into requirements for the development of proposed information technology solutions. Plans, designs and recommends solutions to address the customer's requirements including: software, hardware, network communications/Internet access, training and interfaces to other applications. Performs assigned duties under the general supervision of the Network/Desktop Supervisor.

ESSENTIAL PHYSICAL SKILLS: Use of both hands and fingers with dexterity. May be called upon to lift objects greater than 30 pounds. Occasional walking and standing. Vision must be good enough to be able to read instruction manuals. Must have good command of English language and be able to hear normal telephone conversations.

WORK HAZARDS: Use of computer equipment monitors which may have an effect on vision.

SAFETY EQUIPMENT USED OR NEEDED: None

EDUCATION: A four year degree, B.S. in Computer Science or related field is preferred from an accredited college or university, or a two year A.S. or A.A. degree in Computer Science, MIS, or related field. A comparable amount of training and/or experience may be substituted for the minimum educational qualifications based on two years of experience for one year of education.

EXPERIENCE: Two years of progressively more responsible experience in information technologies, network/desktop, support and administration.

LICENSE, CERTIFICATION, OR REGISTRATION: A valid Florida driver's license is required and clean driving record.

Union	Non-Union ✓	Exempt ✓	Non-Exempt
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